



## Kallidus Mental Health and Wellbeing Policy

### Background:


Kallidus understands it has a duty of care to look after the health and safety of our people, including their wellbeing. The business believes that its people are the most important asset to the company and that their wellbeing is vital to both their personal lives and effective performance at work and the provision of our high quality services to our customers. We are committed to providing a healthy and supportive working environment.

**At Kallidus, our aim, is to create a workplace culture that promotes, supports and protects the health and wellbeing of all staff.**

There are many factors that influence the health and wellbeing of staff. Understanding and overcoming these issues can result in a range of benefits for both individuals and the wider business.

Mental wellbeing is relevant for everyone at Kallidus, which means that we can all play a part in improving wellbeing. By addressing mental health issues, Kallidus can help improve the general wellbeing of our people, which in turn, will help reduce absenteeism and presenteeism, lower staff turnover, increase productivity and help promote a safe and protective environment for those who have experienced mental health problems.

Similarly, promoting physical activity, encouraging healthy eating and financial wellbeing can help people manage stress, anxiety and weight loss, while also improving concentration and alertness. People who exercise regularly and eat a balanced diet also report less illness and are more likely to recover more quickly from any illness they do get.

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## **Our Commitment:**

### **Mental Wellbeing**

Promoting mental wellbeing by:

- Providing information and raising awareness of mental health issues across the business.
- Promoting policies and actions that support mental wellbeing at work.
- Promoting a supportive culture and environment for those with mental health issues.
- Equipping employees with the skills to support their own mental health.

### **Physical Wellbeing:**

Encouraging physical health by:

- Promoting physical activity across the business and showing how this can directly link to improved mental health.
- Supporting a healthy, balanced diet in the workplace.
- Encouraging staff to keep hydrated during the day by drinking 6-8 glasses of water daily.

### **Support for our people:**

Offering support to people by:

- Providing a sharepoint site which will provide guidance on where to find help to support their wellbeing, including detail about how to contact a MHFA for support.
- Setting up a Teams channel called Mental Health and Wellbeing, which provides an additional line of communication.
- Creating a culture that supports the wellbeing of all our people.
- Offering help, support and guidance to those with a mental health issue.
- Supporting those returning to work after a period of mental ill health and making necessary adjustments.

### **Management and leadership:**

- Equipping managers with the skills needed to identify and assist those in their teams with mental ill health.
- Raising awareness of mental and physical wellbeing across the business.



## **Our Objectives:**

This Mental Health and Wellbeing policy covers the following areas:

- Mental Wellbeing
- Physical Wellbeing
- Nutritional Wellbeing
- Financial Wellbeing

### **1. Mental wellbeing**

#### **a) To create a supportive workplace culture, tackle factors that may have a negative impact on mental health, and ensure managers have the right skills to support staff**

- Provide everyone information on mental health issues to help raise awareness.
- Deliver non-judgemental support to any staff member experiencing a mental health issue.
- Ensure the business has an adequate number of trained mental health first aiders who can support staff with mental ill health.
- Give everyone access to the Mental Health and Wellbeing policy.
- Deliver a thorough induction for all new starters, providing an outline of the organisation, the policies and the role they are expected to play.
- Provide ways for staff to support their own mental wellbeing, for example through stress-buster activities, lunchtime activities and social events.
- Ensure the Vitality monthly calendar of events, which includes sessions on mindfulness, is available to everyone on the Vitality teams channel.
- Offer people flexible working hours.
- Deal with any conflict quickly and make sure the workplace is free from bullying, harassment, racism or or discrimination.
- Ensure all staff have clear job descriptions, objectives and responsibilities, as well as the training to do their job well.
- Ensure good communication between managers, staff and teams.

#### **b) To provide support and guidance for any member of staff experiencing mental health issues**

- Ensure people with mental health issues are treated fairly and without judgement.
- Encourage people to talk to one of our mental health first aiders, HR, a counsellor through the Kallidus Employee Assistance Programme (EAP) provider Health Assured, Occupational Health or their GP or Vitality.
- If a team member has been on long term sickness absence, ensure a gradual return to work is organised with support at each stage.
- Treat all matters relating to staff mental ill health in the strictest confidence, and only share information with prior consent from the individual concerned.



**c) To encourage the employment of people who have experienced mental ill health**

- Show a positive attitude to our people with mental health issues.
- Ensure that everyone involved in the recruitment process are aware of mental health issues and the Disability Discrimination Act.
- Ensure all involved in the recruitment process does not make assumptions about those people with a mental health issue and that they will be more susceptible to workplace stress or take more time off work.
- Ensure that all line managers have received mental health first aid training, or have the skills to manage mental health in the workplace

**d) To recognise that workplace stress is a health and safety issue**

- Identify workplace stress factors/scenarios and carry out risk assessments of the business.
- Provide training in good management practices and mental health awareness.
- Provide resources to help managers implement the company's workplace mental health and wellbeing policy.
- Continue to offer support through our EAP service through Health Assured or through our qualified mental health first aiders.

**2. Physical Wellbeing**

**a) To raise awareness of the importance of physical activity for managing stress and maintaining mental wellbeing**

- Provide information on the importance of physical activity.
- Provide courses and talks on the ways that physical activity can help people manage stress and back pain, as well as improving mental alertness and concentration.

**b) To recognise that workplace stress is a health and safety issue**

- Ensure the Vitality monthly calendar of events is available to everyone on the Vitality teams channel.
- Signpost details on the Kallidus Cycle to Work Scheme.



### 3. Nutritional Wellbeing

#### a) To raise awareness of the importance of healthy eating for both physical and mental wellbeing

- Provide information and resources on how healthy eating can contribute to mental health, for example, increasing levels of concentration and the ability to cope with everyday stresses.

#### b) To encourage and support staff in making healthier eating choices

- Provide food storage and preparation areas for lunchtime meals when in the office.
- Organise a fruit delivery for the office.
- Provide easy access to cold water in all offices.
- Encourage staff to eat lunch away from their desks, when in the office or working from home.

### 4. Financial Wellbeing

#### a) To raise awareness of the importance of financial wellbeing and its effect on mental and physical health.

- To provide help and support to any person experiencing financial difficulties in a positive and non-judgemental way.
- Signpost where to find the most appropriate help for those that need it, both internally and externally.
- Ensure that offers and discounts are available for everyone from Perkbox.
- Ensure that everyone gets the opportunity to speak to a Financial Advisor about their pension.

#### b) To increase the understanding of the differing needs of people within different age groups.

- **People aged 18-25** may need advice on learning to budget, managing credit, accommodation options and paying household bills, as well as debt from education and saving for future financial goals.
- **People aged from late 20's to mid-40's** may have a young family to support, need to balance costs of childcare, rent or mortgage payments with the costs of family life. They may need advice on income protection or saving for a rainy day or future goals. They may be looking at making retirement provisions.
- **People in their late 40's onward** will be preparing for later life and may need to maximise their retirement provision, secure income for later life or unexpected life events such as ill health, disability or death of a partner.

#### c) To continually look for ways to provide support to our people and find ways of saving them money.

- Through the People Planning Committee, suggest ideas and initiatives that could reasonably be adopted by Kallidus.



### **The Wellbeing Committee**

The Wellbeing Committee has been established to ensure the policy actions are implemented across the business. All members of the Kallidus Wellbeing Committee are fully trained Mental Health First Aiders. All suggestions for new initiatives will be channeled for approval through the monthly People Planning Committee.

The Committee Members will help promote the actions set out in the policy and any new initiatives introduced by the company.

The membership of the Wellbeing Committee will never discuss named individuals at the meetings or in any form of communication (unless this has been specifically agreed to).

Updates will be provided to all via the Mental Health and Wellbeing teams channel.

### **The Role of Mental Health First Aiders (MHFA)**

Having qualified Mental Health First Aiders (MHFA) in the workplace provides a point of contact for anyone who is experiencing a mental health issue or is in emotional distress. MHFA's have been trained to spot the signs of mental ill health and are valuable in providing early support for someone who may be developing a mental health issue.

A MHFA will provide a confidential service to anyone at Kallidus who wishes to talk to them and will provide support for that individual from an initial conversation to helping them find appropriate help for their particular needs at the time, through to getting them appropriate help in a crisis.

### **Communication**

Everyone at Kallidus will be made aware of the workplace mental health and wellbeing policy, and the resources that are available to them through Sharepoint and the Mental Health and Wellbeing teams channel.

New starters will be told about this policy at their HR induction and will be provided with a copy of the Kallidus Mental Health and Wellbeing booklet . It will also be available to download from Sharepoint.

All staff will also be made aware of their own responsibilities in implementing the policy actions. This includes raising any issues or concerns, and seeking help from a line manager, HR, occupational health, or a mental health first aider.

### **Reviewing and Monitoring**

The People and Culture team are responsible for reviewing the workplace health and wellbeing policy. Together with the Wellbeing Committee, this policy will be regularly monitored for its effectiveness.